Functioning of BSNL in Nagaland

3129. SHRI T.R.ZELIANG: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the total number of complaints received by Government against functioning of BSNL in NER particularly in the State of Nagaland since 2004 and till date, State-wise; and

(b) the necessary steps taken by Government thereon?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, State-wise total number of complaints (including telephone fault complaints) received by BSNL in North Eastern Region from January, 2004 to March, 2005 is given below:

S.No.	Name of State	Total Complaints
1.	Assam	6,79,352
2.	*Nagaland	69,831
3.	*Manipur	56,785
4.	*Arunachal Pradesh	57,509
5.	Tripura	30,966
6.	Meghalaya	84.969
7.	Mizoram	70,257

*Figures of complaints of these states are upto February 2005.

(b) Following steps are taken by BSNL progressively to improve the services and thereby reduce the number of complaints:

(i) Connecting all exchanges on reliable digital media.

(ii) Replacement of underground paper core cables by other systems in phased manner.

(iii) Creation of pole less network.

(iv) Opening of more telephone exchange (RSUs/RLUs) in Multi-exchange network thereby reducing exchange area size.

(v) Introduction of Wireless in Local Loop system, Digital Line Concentrators.

(vi) Conversion of SBM exchange into RSUs exchanges.

(vii) Conversion of C. DOT 256 Port exchanges into AN-RAXs (Access Network Rural Automatic Exchanges).

(viii) Centralized fault booking at SDCC (Short Distance Charging Centre)/LDCC (Long Distance Charging Centre).

(ix) Provision of maintenance free battery sets and Engine Alternators for back-up power supplies.

(x) Annual Maintenance Contract (AMC) entered for WLL equipments working in rural area including FWTs and provision of AMC in new supplies.

(xi) Provision of extended maintenance free battery with WLL-FWT (Wireless in Local Loop-Fixed Wireless Terminal) for providing longer talk time and standby time, in future supplies.

(xii) Battery charge of WLL FWT to operate in the voltage range of 90-300 V, in future supplies.

Concerns raised by CETMA

3130. SHRI C. RAMACHANDRAIAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the Indian domestic electronic and consumer durables industry represented by Consumer Electronics and TV manufactures Associations (CETMA) has raised concerns about cheap imports;

(b) to what extent the domestic consumer durable industry would be adversely affected because of Free Trade Agreements (FTAs) with neighbouring countries; and

(c) whether it is a fact that multinational consumer durable firms such as Sony, Daikin and Hitachi have cut down manufacturing operations in India and opted to import?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Consumer Electronics and TV Manufactures Associations (CETMA) has raised concerns about cheap imports.